

Confidentiality Policy



**BFG Parent
Partnership
Service**

BFG Parent Partnership Service (PPS) is committed to providing a confidential service to all of its users. This means everything you tell us will be treated in the strictest confidence and no-one outside the service will be informed without your consent, except in exceptional circumstances. Where the safety and welfare of children are at risk, their protection takes precedence over the requirement for confidentiality. The exceptional circumstances when the PPS would have a duty to divulge information are:

- ⇒ **If there is risk of harm to a child**
- ⇒ **To prevent a serious criminal act**
- ⇒ **If there is, or likely to be, a serious breach of national security**
- ⇒ **If there is a serious contravention of military law**
- ⇒ **If a soldier is no longer able to carry out his or her duty**

All case records will be kept secure including letters, copies of correspondence from others, and any other sources of information.

The PPS will check with service users if it is acceptable to call them at home or at work in relation to their case. Similarly, the service will check if parents/carers prefer correspondence to be sent to their home or unit address.

Following discussions and/or meetings with parents and carers any action to be taken by the service will be agreed with them and permission sought to discuss with other services, if appropriate.

The Parent Partnership Steering Group has a responsibility to monitor the work of the Parent Partnership Service, however, members will not have access to identifying details of individual users or their case.

PPS is required to keep statistical records to enable the service to monitor take-up and improve standards. Any statistical information produced and shared with the Parent Partnership Steering Group for monitoring and improvement will be in an anonymous form so individuals cannot be recognised.